

## **OCCUPATIONAL GROUP: Social Services**

### **CLASS FAMILY: Case Management and Counseling**

#### **CLASS FAMILY DESCRIPTION:**

**This family of positions includes those whose purpose is to provide case management and/or counseling services to qualified persons, who may include adult and juvenile inmates, probationers and parolees.**

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#### **CLASS TITLE: Chaplain**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions conduct interdenominational religious services and provide spiritual guidance to patients, clients, inmates and/or families. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Conducts interdenominational religious services and activities.
- Attends to the spiritual needs of patients, inmates, clients or students.
- Performs crisis intervention counseling.
- Makes regular visits to infirm patients.
- Corresponds with families and agencies regarding the needs of patients, inmates, clients or students.
- Conducts classes on ethics and religion.
- Distributes religious literature to patients, inmates, clients or students.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the principles and practices of religious counseling, motivation and theory.
- Knowledge of the practices and customs of organized religious sects.
- Knowledge of psychological and sociological techniques in dealing with patients and inmates.
- Knowledge of educational work methods in religious education.
- Ability to conduct religious services and classes.
- Ability to speak effectively on religious matters before large groups.
- Ability to offer spiritual counseling and guidance to patients, inmates, clients or students.
- Ability to maintain records and prepare reports and correspondence related to the work.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain harmonious relations with the patients, inmates, clients or students and administrative officials.

**MINIMUM QUALIFICATIONS:**

**Education:** None.

**Experience:** None.

**Education & Experience Substitution:** None.

**Certificates, Licenses, Registrations:** Certification of ordination or ecclesiastical commission by an endorsing body or denomination.

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**CLASS TITLE:** Case Management Associate

**DISTINGUISHING CHARACTERISTICS:**

These positions provide full performance level case management to recipients of public assistance and employment programs provided by the Office of Family Support to help them develop personal responsibility, become self-sufficient and maintain independence through work, education and other resources. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Processes applications for services and interviews applicants to gain an overview of their financial resources and social circumstances pertinent to eligibility for services.
- Determines the level of services needed by using the appropriate guidelines and manuals.
- Explains policies, rules, regulations and goals of the program to clarify requirements for the client and identify the agency.
- Negotiates personal responsibility contracts with clients to outline goals and plans of action, provides or arranges for delivery of needed services and monitors the progress of plans.
- Arranges necessary testing to determine general functional levels, aptitudes and interests for vocational planning.
- Counsels clients and families in achieving employment goals and fulfilling contract goals.
- Conducts job development with community employers by interacting with a variety of professionals, elected officials, agency directors and community leaders to assess employment needs of the community and to refer clients to the appropriate agencies.
- Develops and monitors contracts with work sites for subsidized employment, work experience activities and community volunteer programs.
- Conducts job search instruction and directs clients in job search activities through utilization of job seeking skills and group or individual employment counseling.
- Assesses the need for social service intervention and directs clients to community resources when appropriate.
- Updates case files by scheduling periodic home or office visits with clients and recording progress reports and by communicating with clients by telephone to assist in monitoring clients' progress in achieving contract goals.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to comprehend agency, state and federal laws, rules, regulations, policies and procedures pertaining to social welfare work.
- Ability to apply interviewing techniques and methods for obtaining and communicating information.
- Ability to interact effectively with people from a wide range of socio-economic backgrounds.
- Ability to record pertinent facts, maintain records, perform basic arithmetic, prepare reports and correspondence and plan and organize work independently and effectively while working under time constraints.
- Ability to read and comprehend theories, principles, methods and techniques of social services casework and referral and placement.
- Ability to identify general economic and labor market conditions prevailing in the state.
- Ability to identify a variety of occupations and their required qualifications and the job seeking and interviewing techniques and methods to assist clients in obtaining employment.
- Ability to assess social, educational and economic circumstances of clients to determine needs for employment, social and support services.
- Ability to analyze job requirements and evaluate clients' qualifications and to determine the necessary plans to assist clients in attaining employment.
- Ability to communicate effectively, both orally and in writing, and to exercise independent judgment with regard to clients' ability to participate in employment development.
- Ability to counsel clients in favor of specific actions and changes in attitude or behavior.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to management, social services or social sciences from a regionally accredited college or university.

**Experience:** 1 – 2 years of full-time or equivalent part-time paid experience related to management, social services, social sciences or interviewing applicants for public assistance programs.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to social services or interviewing applicants for public assistance programs may substitute for the required education on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

#### **CLASS TITLE: Case Management Specialist**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions provide full performance level case management to disabled veterans and eligible veterans with barriers to employment, which may include performing outreach activities to locate veterans through contact with veterans' organizations, employment service offices and community-based organizations and providing intensive employment and employability development services to veterans. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Performs outreach activities to locate veterans through contacts with local veterans organizations, Veterans' Administration, state employment service agency, local employment service offices and community-based organizations.
- Maintains regular contact with community leaders, employers, labor unions, training programs and veterans' organizations, keeping them advised of eligible veterans available for employment and training, and keeping eligible veterans advised of opportunities for employment and training.
- Encourages employers and labor unions to employ eligible veterans and conduct on-the-job training and apprenticeship programs for such veterans.
- Provides, or facilitates the provision of, labor exchange services to eligible veterans, including intake and assessment, counseling, testing, job search assistance and referral and placement.
- Develops outreach programs in cooperation with appropriate Veterans' Administration personnel engaged in providing counseling or rehabilitation services with educational institutions, and with employers in order to ensure maximum assistance to disabled veterans who have completed or are participating in a vocational rehabilitation program.
- Promotes and monitors the participation of veterans in federally funded employment and training programs, monitors the listing of vacant positions with federal agencies and reports to the appropriate state authority any evidence of failure to provide priority or other special consideration in the provision of services to veterans as is required by law or regulation.
- Provides services as a case manager to veterans participating in federal or federally funded training programs.
- Consults and coordinates with other appropriate representatives of federal, state and local programs for developing maximum linkages to promote employment opportunities for and provide maximum employment assistance to veterans.
- When requested by a state or federal agency, private employer or service-connected disabled veteran, assists such agency, employer or veteran in identifying and acquiring prosthetic and sensory aids and devices needed to enhance the employability of disabled veterans.
- Provides reports to the appropriate authority regarding compliance with federal laws and regulations with respect to special services and priorities for eligible veterans.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of labor and industrial conditions within the local office area.
- Knowledge of job requirements and source of information regarding job.
- Knowledge of regulations and programs affecting veterans.
- Knowledge of interviewing and placement techniques.
- Ability to develop and maintain effective relationship with organizations and individuals.
- Ability to perform job development through contacts with employers.
- Ability to meet the public and explain veteran's rights and obligations.

- Ability to use sound judgment in making decisions.
- Ability to keep records, prepare reports and compose correspondence.
- Ability to communicate effectively, both orally and in writing.

#### **MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent.

**Experience:** 2 – 4 years of full-time or equivalent part-time paid work experience.

**Substitution:** Successful completion of study from a regionally accredited college or university or business or vocational school training may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

**Note:** First preference given to qualified service-connected disabled veterans, as required by law.

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#### **CLASS TITLE: Case Management Coordinator**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions coordinate and supervise the work of Counselors 1 and 2 and Case Management Associates, which may include planning, assigning and reviewing the work of subordinates, conducting employee performance appraisals and interpretation of programmatic policies and procedures. Individuals in these positions typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, assigns and reviews the work of subordinate staff providing case management services to clients.
- Assists in the development and maintenance of acceptable standards for casework and associated activities involved in the provision of services to clients.
- Ensures that standards for casework and the determination of eligibility for programs are within accordance to agency, state and federal laws, rules, regulations, policies and procedures.
- Conducts clinical interviews, administers and scores psychological tests and prepares psychological evaluations.
- Collects, verifies and analyzes factual material in preparation of classification summaries for clients.
- Develops and formulates appropriate individual program goals.
- Guides a group of clients in identifying individual or group problems that may affect behavior and attitudes.
- Analyzes performance levels of subordinate staff, makes recommendations for improvements, develops and recommends training opportunities and prepares periodical and special reports on staff/unit performance.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures governing the program or technical area.
- Knowledge of theories, principles, methods and procedures of counseling.
- Knowledge of the principles and practices of supervision and personnel management.
- Ability to perform routine counseling activities.
- Ability to identify personal and adjustment problems and to explore solutions to these problems.
- Ability to communicate effectively, both orally and in writing.
- Ability to plan and organize work independently and effectively.
- Ability to maintain records and prepare regular and special reports on unit activities.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to management, social services or social sciences from a regionally accredited college or university.

**Experience:** 2 – 5 years of full-time or equivalent part-time paid experience related to social services or social sciences.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to management, social services, social sciences or interviewing applicants for public assistance programs may substitute for the required education on a year-for-year basis. Master's degree related to social services or social sciences from a regionally accredited college or university may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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#### **CLASS TITLE: Probation/Parole Officer 1**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions perform entry level work investigating, counseling and providing continuous supervision for adult or juvenile probationers or parolees to assist in their social and personal adjustment. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Investigates background histories of probationers or parolees by reviewing court files, police reports and other pertinent reports to gather information concerning clients.
- Investigates activities of probationers or parolees to ascertain their level of readjustment to society.
- Interviews clients' family members, friends, employers, ministers and other persons concerned with clients' readjustment to society.
- Supervises and counsels probationers or parolees through office visits, employment visits, telephone inquiries, community contacts and correspondence.
- Writes reports detailing clients' progress and other reports as necessary.
- Enforces rules, regulations and conditions of clients' probation or parole.
- Prepares correspondence and petitions as necessary.

- Testifies in court concerning matters pertaining to clients such as sentencing, trials, pleas and violations of probation or parole conditions.
- Contacts community resources to arrange services for probationers or parolees for job development and other services.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of social and psychological principles of human behavior and environmental and cultural forces.
- Knowledge of modern principles of criminology and penology.
- Knowledge of community, social and economic resources for job placement and employment possibilities.
- Knowledge of probation and parole casework management and interviewing techniques.
- Knowledge of the criminal justice system and corrections process.
- Skill in the oral and written presentation of factual material.
- Ability to counsel probationers and parolees to aid in their readjustment to society.
- Ability to conduct interviews, assemble information and write clear and concise reports.
- Ability to work effectively with disturbed and maladjusted individuals.
- Ability to assess clients' potential behavior patterns.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with probationers or parolees, co-workers, other agency representatives and the general public.

### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to management, social services or social sciences from a regionally accredited college or university.

**Experience:** None.

**Education & Experience Substitution:** None.

**Certificates, Licenses, Registrations:** None.

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### **CLASS TITLE: Probation/Parole Officer 2**

### **DISTINGUISHING CHARACTERISTICS:**

These positions perform full performance level work investigating, counseling and providing continuous supervision for adult or juvenile probationers or parolees to assist in their social and personal adjustment. Perform related work as required

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Investigates background histories of probationers or parolees by reviewing court files, police reports and other pertinent reports to gather information concerning clients.
- Investigates activities of probationers or parolees to ascertain their level of adjustment to society.

- Supervises and counsels probationers or parolees through office visits, employment visits, telephone inquiries, community contacts and correspondence.
- Writes reports detailing clients' progress and other reports as necessary.
- Enforces rules, regulations and conditions of clients' probation or parole.
- Prepares correspondence and petitions as necessary.
- Testifies in court concerning matters pertaining to clients such as sentencing, trials, pleas and violations of probation and parole conditions.
- Contacts community resources to arrange services for probationers or parolees for job development and other services.
- Conducts preliminary parole violation hearings to determine if probable cause exists to refer subject to final parole revocation to Director, Parole Services.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of social and psychological principles of human behavior and environmental and cultural forces.
- Knowledge of modern principles of criminology and penology.
- Knowledge of community, social and economic resources for job placement and employment opportunities.
- Knowledge of probation and parole casework management and interviewing techniques.
- Knowledge of the criminal justice system and corrections process.
- Ability to counsel probationers and parolees to aid in readjustment to society.
- Ability to conduct interviews, assemble information and write concise reports.
- Ability to assess clients' potential behavior patterns.
- Ability to work effectively with disturbed or maladjusted individuals.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with probationers or parolees, co-workers, other agency representatives and the general public.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to management, social services or social sciences from a regionally accredited college or university.

**Experience:** 1 – 3 years of full-time or equivalent part-time paid experience related to social services or social sciences.

**Education & Experience Substitution:** Master's degree related to management, social services or social sciences from a regionally accredited college or university may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

#### **CLASS TITLE: Probation/Parole Officer 3**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions coordinate and supervise the work of lower level Probation/Parole Officers and perform advanced level work investigating, counseling and providing continuous supervision for

adult or juvenile probationers or parolees to assist in their social and personal adjustment. Individuals in these positions typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Organizes and directs the work of other probation and parole officers and a small support staff.
- Reviews and evaluates the quality of work performed by other probation and parole officers.
- Orients and instructs new probation and parole officers in proper techniques and procedures.
- Coordinates and directs the overall functions of a probation and parole office including fiscal operations, program functions and record maintenance.
- Investigates background histories of probationers or parolees; reviews court files, police reports and other pertinent reports to gather information concerning clients.
- Interviews activities of probationers or parolees to ascertain their level of adjustment to society.
- Interviews clients' family members, friends, employers, ministers and other persons concerned with clients' readjustment to society.
- Supervises and counsels probationers or parolees through office visits, employment visits, telephone inquiries, community contacts and correspondence.
- Writes reports detailing clients' progress and other necessary reports.
- Enforces rules, regulations and conditions of clients' probation or parole.
- Prepares correspondence and petitions as necessary.
- Testifies in court concerning matters pertaining to clients such as sentencing, trials, pleas and violations of probation or parole conditions.
- Contacts community resources to arrange services to probationers or parolees for job development and other services.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of social and psychological principles of human behavior and environmental and cultural forces.
- Knowledge of modern principles of criminology and penology.
- Knowledge of community, social and economic resources for job placement and employment opportunities.
- Knowledge of probation and parole casework management and interviewing techniques.
- Knowledge of the criminal justice system and corrections process.
- Ability to organize and direct the work of others.
- Ability to direct all functions of a probation and parole officer.
- Ability to counsel probationers and parolees to aid in their readjustment to society.
- Ability to conduct interviews, assemble information and write clear and concise reports.
- Ability to review the work of others to determine quality.

- Ability to assess clients' potential behavior patterns.
- Ability to work effectively with disturbed or maladjusted individuals.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with probationers and parolees, co-workers, other agency representatives and the general public.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to management, social services or social sciences from a regionally accredited college or university.

**Experience:** 3 – 5 years of full-time or equivalent part-time paid experience related to social services or social sciences.

**Education & Experience Substitution:** Master's degree related to management, social services or social sciences from a regionally accredited college or university may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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#### **CLASS TITLE: Counselor 1**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions provide a variety of entry level case management and counseling services, typically for the inmate population of an adult or juvenile correctional facility. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Interviews inmates upon arrival to facility and/or specific program, writes a summary of the session, gathers pertinent information and drafts an outline of proposed treatment, employment strategy or course work.
- Meets with inmates on a regular basis to discuss progress, assess problems or needs and inform inmates of changes in program or schedule and maintains meeting documentation for inmates' permanent records.
- Writes reports to document work with inmates, achievements in progress, activities held or problems encountered.
- Counsels inmates in crises and deals with potentially violent or suicidal inmates to stabilize their behavior.
- Arranges ministerial, psychological or employment counseling outside the facility.
- Teaches interpersonal skills to help inmates obtain and retain employment.
- Assists correctional officers on living unit as needed.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of behavior modification techniques and philosophies.

- Knowledge of techniques used in crisis intervention.
- Ability to communicate effectively with a wide variety of people.
- Ability to observe changes in behavior.
- Ability to maintain accurate records.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to education, social services or social sciences from a regionally accredited college or university.

**Experience:** None.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to corrections, social services or social sciences may substitute for the required education on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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#### **CLASS TITLE: Counselor 2**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions provide a variety of full performance level case management and counseling services, typically for participants of unemployment programs or the inmate population of an adult or juvenile correctional facility. Individuals in these positions may act as lead workers but do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Conducts clinical interviews, administers and scores psychological tests and prepares psychological evaluations for committed inmates and sixty-day presentence commitments.
- Counsels inmates to facilitate inmates' treatment and identify disturbed and/or potentially suicidal inmates.
- Corresponds with circuit courts, review boards, mental health centers, parole officers, attorneys and other agencies to supply information, to consult with specialists or to seek assistance with an inmate's treatment or release.
- Writes monthly reports on unit's activities and review inmate's progress reports.
- Attends meetings, training sessions and some workshops.
- Maintains summaries of counseling sessions and treatment logs.
- Conducts disposition hearings.
- Assists in writing policy or procedure changes for the unit.
- Assigns and monitors the work of Counselors, trains staff, discusses cases with staff and may approve attendance, vacation and sick leave.
- Assists correctional officers on living unit.
- Interviews applicants with vocational problems to secure needed information.
- Reviews additional information available from other sources such as reports from schools, employers and other agencies.

- Analyzes available information, identifies the applicant's vocational problems, evaluates applicant's aptitude and proficiency tests and utilizes test results for counseling purposes.
- Formulates vocational goals and plans for applicants.
- Provides follow-up counseling.
- Develops and maintains working relationships with various community organizations and agencies, clients and the public.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of the principles and techniques of vocational counseling, testing and interviewing.
- Knowledge of behavior modification techniques and philosophies.
- Knowledge of current Workforce Investment Act guidelines for training program referrals and case management duties.
- Knowledge of psychometrics.
- Knowledge of psychotherapeutic counseling.
- Knowledge of techniques used in crisis intervention.
- Knowledge of the variety of occupations and their training and experience requirements.
- Knowledge of employment and industrial conditions within the state.
- Knowledge of functions and objectives of public employment offices and related rules and regulations.
- Ability to communicate effectively with a wide variety of people.
- Ability to observe changes in behavior.
- Ability to maintain accurate records.
- Ability to organize the work of subordinates.
- Ability to act as a liaison between customer and service providers.
- Ability to provide follow-up for customers who have received case management services.
- Ability to deal effectively and tactfully with clients, other employees, employers and the public.
- Ability to acquire computer skills.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to education, management, social services or social sciences from a regionally accredited college or university.

**Experience:** 0 – 3 years of full-time or equivalent part-time paid experience related to social services or social sciences.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to corrections, social services or social sciences may substitute for the required education on a year-for-year basis. Master's degree related to education, management, social services or social sciences from a regionally accredited college or university may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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## **CLASS TITLE: Counselor 3**

### **DISTINGUISHING CHARACTERISTICS:**

These positions may provide a variety of advanced level case management and counseling services or full performance level substance abuse therapy, typically for the inmate population of an adult or juvenile correctional facility or for patients of state hospital. Advanced level case management and counseling positions may act as lead workers. Individuals in these positions do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Interviews clients to obtain social history.
- Compiles client information files, which include client intake history, treatment plans, progress documentation, reports, and discharge summaries.
- Performs crisis intervention.
- Writes recommendations concerning recommended treatment and expected progress for clients in court ordered treatment.
- Counsels clients and their families to identify and address problems that contribute to the substance abuser's behavior.
- Refers clients and their families to appropriate support services to help diminish stresses that can occur during the rehabilitation process.
- Attends meetings, seminars and workshops to keep abreast of new information and treatment alternatives available to substance abusers and their families.
- Conducts individual and group therapy sessions and facilitates educational programs for clients and their families.
- Compiles client information files that include information such as client intake histories, treatment plans, progress documentation, reports written to agencies and courts and discharge summaries.
- Writes monthly reports on each client to summarize treatment and progress.
- Arranges follow-up treatment for clients with outside agencies and groups involved with assisting recovering substance abusers.
- Interprets agency, state and federal laws, rules, regulations and guidelines for staff.
- Consults with other program or technical area staff, supervisors or managers concerning projects and priorities.
- Develops rules, policies and legislation regarding specific work projects.
- Evaluates program or technical area effectiveness.
- Informs supervisor of technical area or program deficiencies and recommends improvements.
- Reads, reviews and responds to correspondence or distributes to appropriate staff.
- Writes, edits, or contributes to policy and procedure manuals.
- May lead professional and support staff.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of the principles of working in a treatment program.
- Knowledge of behavior modification techniques and philosophies.
- Knowledge of the workings of community organizations available for substance abusers and their families.
- Knowledge of the purpose, function and services of self-help groups for substance abusers.
- Knowledge of psychometrics.
- Knowledge of psychotherapeutic counseling.
- Knowledge of techniques used in crisis intervention.
- Ability to counsel people and inspire their confidence in themselves.
- Ability to assess clients' needs.
- Ability to establish and maintain effective counselor-client relationships.
- Ability to interpret the resources available to substance abusers and to encourage the use of such resources.
- Ability to maintain accurate records.
- Ability to observe changes in behavior.
- Ability to analyze situations, problems and information and develop appropriate responses and resolutions.
- Ability to communicate well, both orally and in writing.
- Ability to plan, coordinate, assign and review the work of others.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to education, management, social services or social sciences from a regionally accredited college or university.

**Experience:** 0 – 4 years of full-time or equivalent part-time paid experience related to social services or social sciences.

**Education & Experience Substitution:** Master's degree related to education, management, social services or social sciences from a regionally accredited college or university may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

#### **CLASS TITLE: Counselor 4**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions provide advanced level substance abuse therapy, typically for the inmate population of an adult or juvenile correctional facility or for patients of state hospital. Individuals in these positions act as lead workers but do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Interviews clients to obtain social history.

- Writes recommendations concerning recommended treatment and expected progress for clients in court-ordered treatment.
- Counsels clients and their families to identify and address problems that contribute to the substance abuser's behavior.
- Refers clients and their families to appropriate support services to help diminish stresses that can occur during the rehabilitation process.
- Attends meetings, seminars and workshops to keep abreast of new information and treatment alternatives available to substance abusers and their families.
- Conducts individual and group therapy sessions and facilitates educational programs for clients and their families.
- Compiles client information files that include information such as client intake histories, treatment plans, progress documentation, reports written to agencies and courts and discharge summaries.
- Writes monthly reports on each client to summarize treatment and progress.
- Arranges follow-up treatment for clients with outside agencies and groups involved with assisting recovering substance abusers.
- Advises lower level counselors and treatment staff as needed; monitors staff during training, sitting in on counseling sessions, reviewing proposed treatment plans and auditing educational programs.
- Refers substance abusers to voluntary or public agencies for assistance in job training, placement or other rehabilitation services.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of the principles of working in a treatment program.
- Knowledge of interview techniques.
- Knowledge of counseling and guidance practices in substance abuse treatment.
- Knowledge of the principles of working in a treatment program.
- Knowledge of case management activities and techniques.
- Knowledge of community resources available for substance abusers and their families.
- Knowledge of the purpose, function and services of self-help groups for substance abusers.
- Ability to counsel people and inspire their confidence in themselves.
- Ability to assess clients' needs.
- Ability to establish and maintain effective counselor-client relationships.
- Ability to secure the cooperation of employers, educators and cooperating agencies.
- Ability to supervise professional support staff.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree related to education, management, social services or social sciences from a regionally accredited college or university.

**Experience:** 2 – 4 years of full-time or equivalent part-time paid experience related to social services or social sciences.

**Education & Experience Substitution:** Master's degree related to education, management, social services or social sciences from a regionally accredited college or university may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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**CLASS TITLE: Counseling Manager**

**DISTINGUISHING CHARACTERISTICS:**

These positions coordinate and oversee the delivery of statewide treatment programs, typically for an adult or juvenile correctional system. Work may include planning, implementation, monitoring and evaluation of treatment programs, policies and procedures. Individuals in these positions typically have supervisory responsibilities over professional and/or support personnel and may be responsible for staying within an assigned budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Develops and oversees the implementation of inmate rehabilitation and treatment programs on a statewide basis.
- Oversees statewide evaluation of inmate rehabilitation and treatment programs.
- Develops and reviews proposed legislation relating to inmate rehabilitation and treatment programs and makes presentations to the state legislature.
- Plans and coordinates the work activities of treatment and support staff.
- Researches and writes grants for the agency.
- Oversees and participates in staff development activities.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures.
- Knowledge of inmate rehabilitation and treatment methods, techniques and practices.
- Knowledge of the principles of personnel management.
- Skill in making oral and written presentations relating to inmate rehabilitation and treatment programs.
- Skill in preparing detailed reports and proposals relating to inmate rehabilitation and treatment programs.
- Ability to manage the delivery of inmate rehabilitation and treatment programs according to agency, state and federal laws, rules, regulations, policies and procedures.
- Ability to assign, review and evaluate the work of others.
- Ability to utilize data in the evaluation of inmate rehabilitation and treatment program delivery statewide.

**MINIMUM QUALIFICATIONS:**

**Education:** Master's degree related to social services or social sciences from a regionally accredited college or university.

**Experience:** 5 – 7 years of full-time or equivalent part-time paid experience related to social services or social sciences, 2 of which must have been in a supervisory capacity.

**Education & Experience Substitution:** None.

**Certificates, Licenses, Registrations:** None.

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